

# THE HIGH-PERFORMANCE CLINIC PLAYBOOK

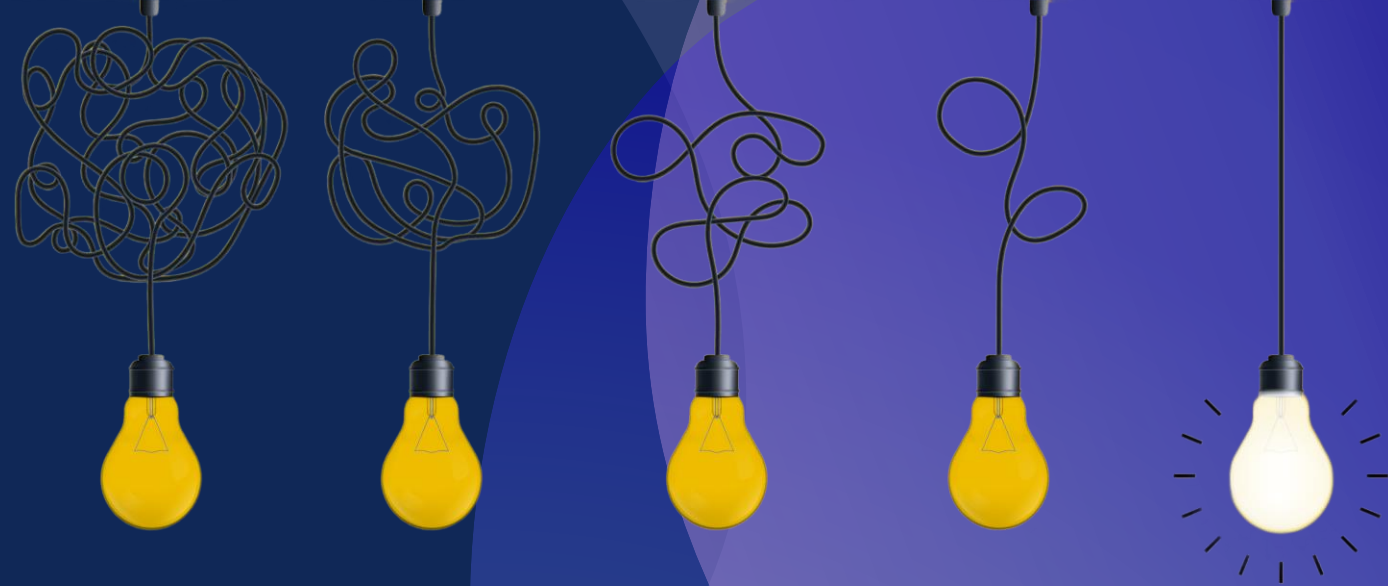
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Dr. Laura Hume and Ashley Rahiman



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# INTRODUCTION



- CEO and co-founder of MD4ME Clinic
- Patient Engagement Expert
- Clinic consultant for Family Practices across BC/ONT



- CEO and co-founder of MD4ME Clinic
- Medical Director and Peer Support at MD4ME
- Family Physician of 14 years

# OLD WORKFLOW

## OVERWHELMED CARE

WELL EMR Group Search:

← Sat, 2024-05-25 → Calendar | All | Today | Month HELLO ASHLEY RAHIMAN

W  DS  S  Ashley Rahiman(0) [not on]

9:00	. Reason:PAP ⓘ
9:15	. Reason:RX REFILL / RASH ⓘ
9:30	. Reason:PAP ⓘ
9:45	. Reason:CPX ⓘ
10:00	. Reason:NECK PAIN ⓘ
10:15	. Reason:WCB ⓘ
10:30	. Reason:DRIVERS MEDICAL ⓘ
10:45	. Reason:RX REFILL ⓘ
11:00	. Reason:COPD RX ⓘ
11:15	. Reason:FORMS ⓘ
11:30	. Reason:ACNE ⓘ
11:45	. Reason:BIRTH CONTROLL RX ⓘ
12:00	. Reason:REMOVAL OF IUD ⓘ
12:15	. Reason:DEPRESSION ⓘ
12:30	
12:45	
1:00	.RX Reason: ⓘ
1:15	. Reason:lab follow up ⓘ
1:30	.LAB FOLLOW Reason: ⓘ
1:45	. Reason:forms ⓘ
2:00	. Reason:b12 shot ⓘ
2:15	. Reason:wart ⓘ



- **Physicians Burnout:** Diverse range of medical issues can be mentally and emotionally taxing, behind on reviewing labs/consults, behind on medical legals and patient forms, increased chance of human error for e.g. rx being provided to the incorrect patient, wrong notes being inputted into the incorrect patient's chart, dropping days of the week for some work-life balance.
- **MOA Burnout:** No time to book follow up appointments, behind on referrals, missed phone call, increased chance of human error (mislabeling requisitions, scanning documents in incorrect charts), dealing with patient frustration. This can take a massive toll on staff's mental health.
- **Patient Dissatisfaction:** Long wait time, patients can't get sooner appointments, which increases wait times for local emerge units at Hospitals and Urgent Care

# NEW WORKFLOW W/VIRTUAL APPOINTMENTS

## NEW HYBRID WORKFLOW ENHANCES EFFICIENCY AND REDUCES BURNOUT

9:00	v	Reason:RX REFILL	Reason:RX REFILL
9:10	v	Reason:RX REFILL	Reason:RX REFILL
9:20	v	Reason:RX REFILL	
9:30	v	Reason:FOLLOW UP ON LABS	
9:40	v	Reason:FOLLOW UP ON LABS	
9:50	v	Reason:FOLLOW UP ON LABS	
10:00	0	Reason:CPX	Reason:B12 SHOT
10:10	0		
10:20	0	Reason:PAP	Reason:ALLERGY SHOT
10:30	-		
10:40	0	Reason:DIGITAL DETOX BREAK	
10:50	0	Reason:DRIVERS MEDICAL	
11:00	0		
11:10	0	Reason:ICBC FOLLOW UP	
11:20	0	Reason:RX REFILL	
11:30	v	Reason:XRAY FOLLOW UP	
11:40	v	Reason:REFERRAL TO GASTRO	
11:50	v	Reason:SICK NOTE	
12:00	-		
12:10	-		
12:20	-		
12:30	-	Reason:LUNCH	

**Physicians:** Physicians benefit from an organized hybrid workflow combining virtual and in-clinic appointments, enhancing efficiency, patient care, and preventing burnout with mini breaks.

**MOAs:** Streamline tasks by managing in-person and virtual patient interactions, using virtual visits to reduce in-office traffic and administrative work, and taking breaks to prevent burnout and enhance productivity.

**Patients:** Experience shorter wait times, with mini breaks, and the hybrid model lowers patient costs, improving healthcare access and quality.

## WORKFLOW 1

9:00AM – 12:00PM  
VIRTUAL

- Rx refills, double booking, follow ups

12:00PM-1:00PM  
LUNCH

1:00PM – 3:00PM  
IN CLINIC

- Regular visits, ICBC/WCB

3:00PM-4:30PM  
VIRTUAL/INDIRECT CARE

## WORKFLOW 2

9:00AM – 9:45AM  
VIRTUAL

- Rx refills, double booking, follow ups

9:45AM-12:00PM  
IN CLINIC

- Regular visits, WCB/ICBC

12:00PM – 1:00PM  
LUNCH

1:00PM – 4:00PM  
VIRTUAL / INDIRECT CARE

- Rx refills, double bookings, follow ups

## WORKFLOW 3

*(WOMEN WELLNESS WEDNESDAYS)*

9:00AM – 9:30AM  
VIRTUAL

- \*lab results, birth control counselling and refills

9:30AM – 11:45AM  
IN CLINIC

- \*paps/breast exams/IUD removal or insertion/STI testing, or treatment/menopausal management\*

11:45AM – 12:00PM  
VIRTUAL

- \*lab results, birth control counselling and refills

12:00PM – 1:00PM  
LUNCH

1:00PM – 1:30PM  
VIRTUAL

- \*lab results, birth control counselling and refills

1:30PM – 3:30PM  
IN CLINIC

3:30PM – 4:00PM  
VIRTUAL /INDIRECT CARE

# TASK MANAGEMENT

## 1. Automated Scheduling Systems:

Online Booking Platforms. If you've implemented online booking, use different appointment types to reduce wait times, use automated reminders for upcoming appointments via SMS/email, reduces admin time

## 2. EMR Automation:

Use forms and secure image upload to synchronize with the correct patient chart

## 3. Patient Registration and Check-in Kiosks:

For self-check-in. This will reduce admin time/chaotic waiting rooms, & the MOA will have more time assisting you by prepping rooms/assisting with clinical testing's. Can also be used for initial screen and health forms that can auto-synch to your patients e-chat with some patient engagement platforms

## 4. AI Document Management:

AI triaging of incoming faxes, and scanned documents to designated providers of front staff

## 5. Billing and Processing

Use automated billing to generate and send invoices to patients automatically before or after their visit. Automated health card checker.

## 6. Weekly Task Scheduling and Reminders:

Certain CRM / Scheduling software such as (MONDAY/TRELLO/MOTION). Use automated reminders for routine medical and admin supply inventory/Doctors and MOA scheduling for previous months

## 7. Patient Feedback Collection:

Always ask for feedback from patients when implementing online booking. Check to see how user friendly it is.

# THE POWER OF ONE ON ONE'S WITH YOUR MOA

- **Emotional Support and Connection:**  
Regular meetings provide a designated time for both the doctor and the medical assistant to share their experiences, challenges, and successes.
- **Early Identification of Stressors:**  
One on One's create a platform for openly discussing stressors in the workplace, allowing both the doctor and assistant to address issues before they become overwhelming.
- **Role Clarity and Reduced Overload:**  
One-on-one meetings help in clearly defining roles and responsibilities, which reduces role ambiguity and workload overload. When both parties understand their tasks and limits, it prevents job creep, a common cause of stress and burnout.
- **Feedback and Recognition:**  
Providing and receiving feedback regularly helps each party feel recognized and valued. Recognition and appreciation are crucial for maintaining morale and reducing burnout in any profession.
- **Work-Life Balance**  
discuss workload management and strategies to improve work-life balance.
- **Empowerment and Autonomy:**  
their opinions and feedback are valued in these meetings, they experience a sense of empowerment and autonomy, reducing feelings of helplessness often associated with burnout.



## *FLU SEASON PREP*

### 1. **Importance of Quality Patient Service:**

Appoint an Office Assistant Leader to orchestrate the front desk area, maintain a calm environment to reassure patients

### 2. **Operational Preparedness End of Summer:**

Contact your local Public Health Unit and inquire when vaccines will be available, along with new Order Form. Stock essential medical and admin supplies

### 3. **Efficient Scheduling:**

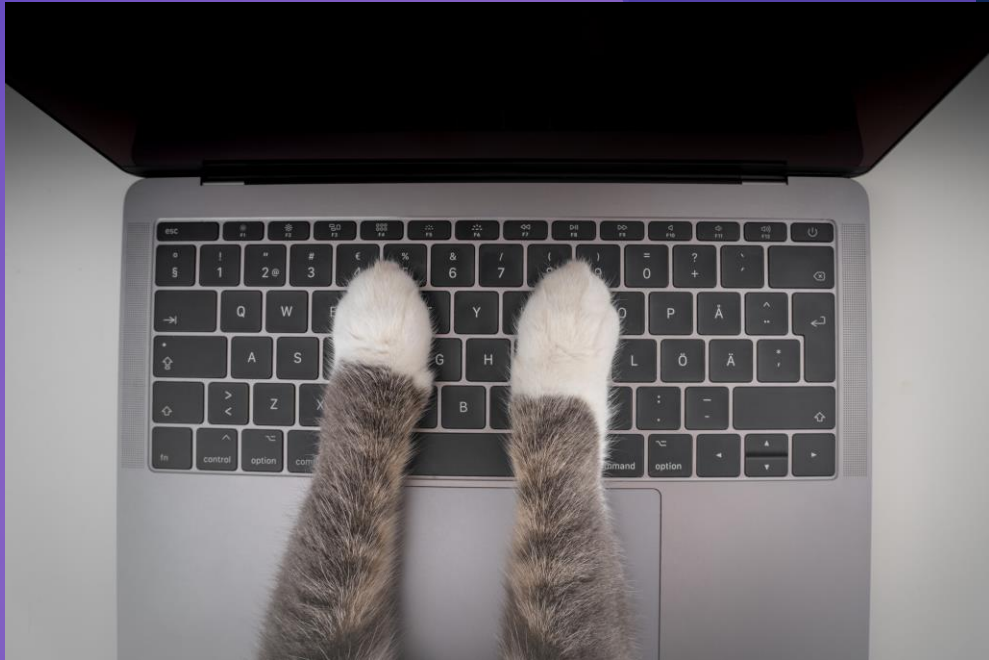
Mass email patient panels when Flu-Vaccines are available with proper instructions who's eligible and how to prebook for your flu-shots, create template codes for double booking flu-shot patients.

### 4. **Team Management:**

Conduct daily team huddles during Flu-Season to foster teamwork. Divide work among MOA's for balanced workflow

### **Final Thought:**

Preparation is Key to Managing Flu Season Effectively!



# NEED HELP WITH YOUR PRACTICE?

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